

## 2<sup>nd</sup> Amended Agenda

### Regular Session

April 17, 2024 – 6:00 P.M.

- I. Call to Order
- II. Roll Call
  - \_\_\_\_\_ Brett Parker, District 3
  - \_\_\_\_\_ Mary L. Gonzales, At Large, Position 1
  - \_\_\_\_\_ Tom Groneman, District 2
  - \_\_\_\_\_ David Haley, At Large, Position 2
  - \_\_\_\_\_ Stevie A. Wakes, Sr., District 1
  - \_\_\_\_\_ Rose Mulvany Henry, At Large, Position 3
- III. Approval of Agenda
- IV. Approval of the Minutes of the Regular Session of April 3, 2024
- V. Visitor Comments
- VI. General Manager / Staff Reports
  - i. Rubin Brown Audit Update
  - ii. Customer Service Quarterly Update
  - iii. Infill Housing Program – Resolution #5297
  - iv. Water Fee Program – Resolution # 5298
  - v. Miscellaneous Comments
- VII. Public Comments on Agenda Items
- VIII. Board Comments
- IX. Adjourn

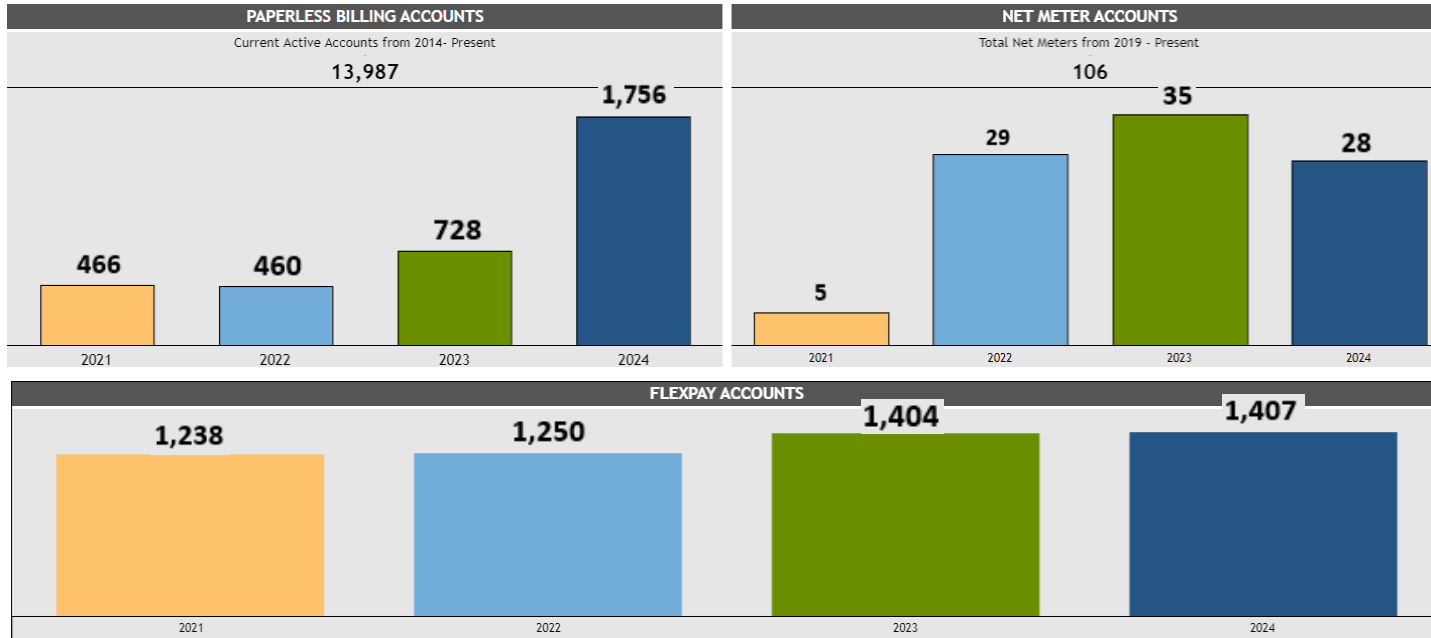


# Customer Service Dashboard

April 17, 2024

## Reporting Categories:

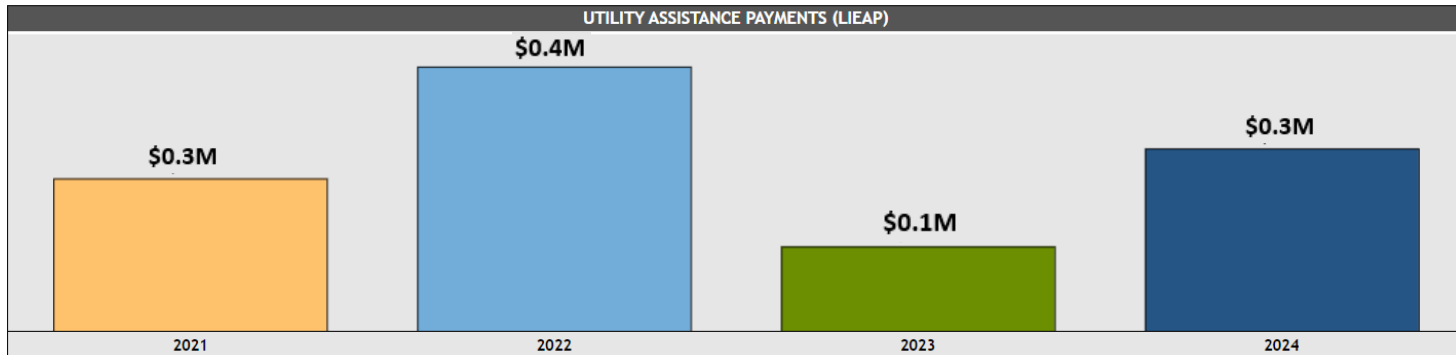
- Accounts
- Financial Assistance
- Delinquent Accounts
- Call Metrics
- Survey Responses



- Paperless billing signups continue to increase and is more than double the new accounts of 2023 for the first quarter.
- New Net Meter Accounts are comparable to years 2022 and 2023.

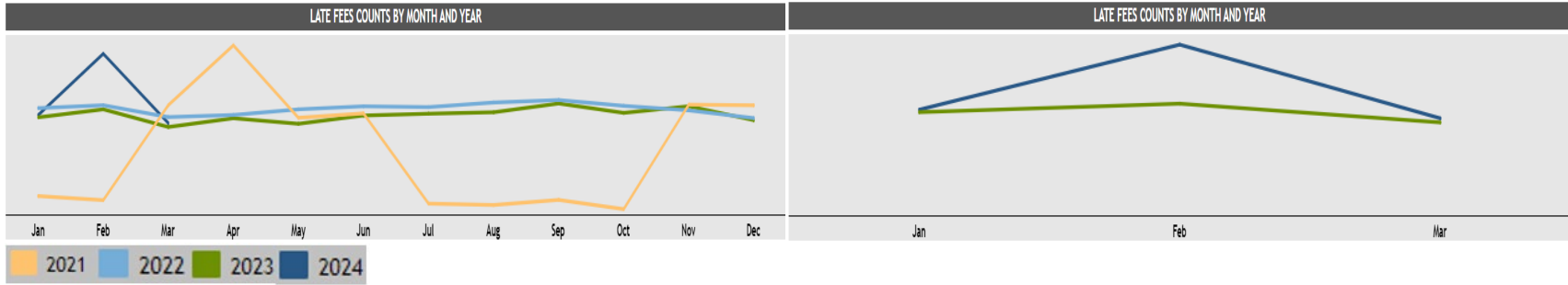
# Financial Assistance

PAYMENT ARRANGEMENTS				
	2021	2022	2023	2024
Total Arrangements	2,951	3,318	3,710	4,792
Arrangements Amount	\$1,578,942	\$1,709,152	\$1,845,928	\$2,470,392



- 1Q24 Payment Arrangements are higher but should level out during the year.
- 2024 LIEAP assistance is trending higher than 2023.

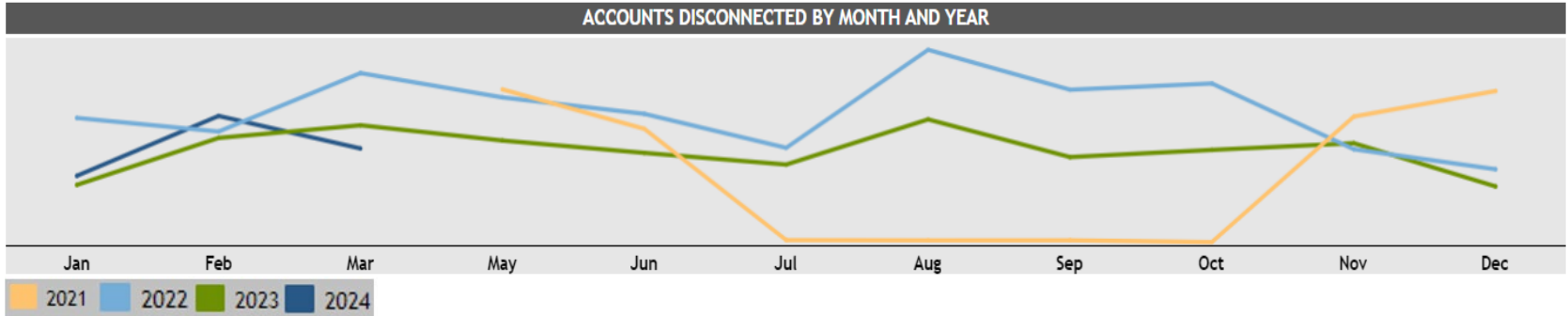
# Delinquent Accounts - Late Fees



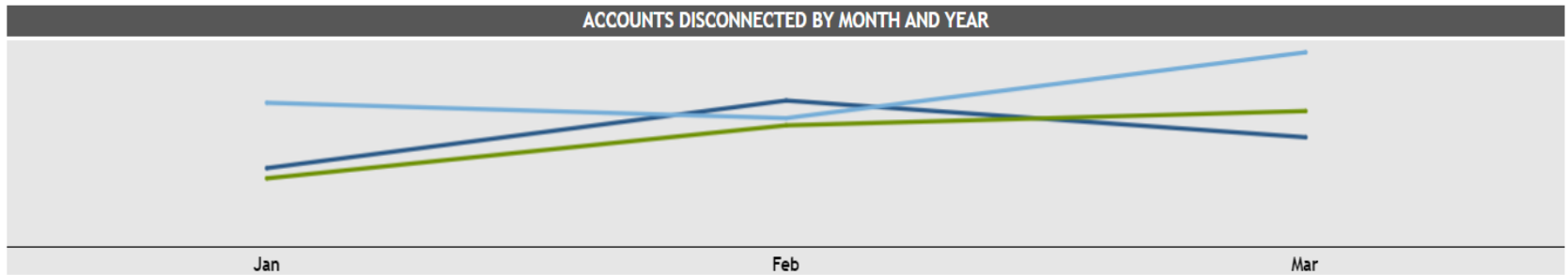
- Late Fee counts increased from Q1 of 2024 compared to Q1 of 2023 due to UG SW only accounts.
- Late Fees are averaging ~\$233,000/month. This is down ~\$42,000/month compared to the first quarter of 2023.



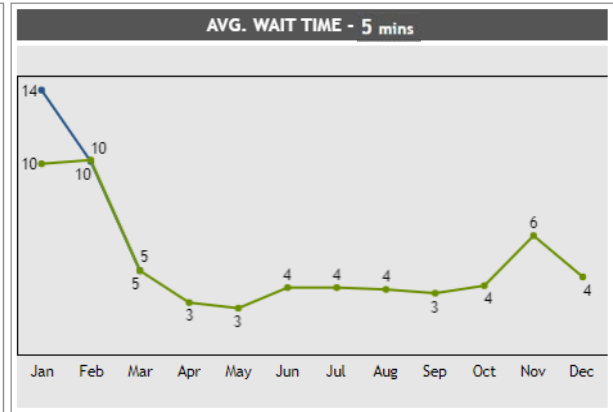
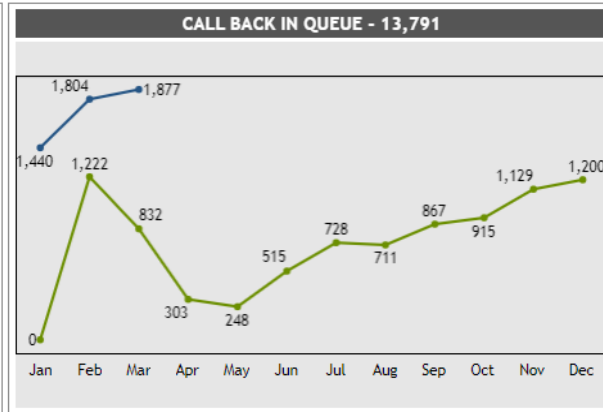
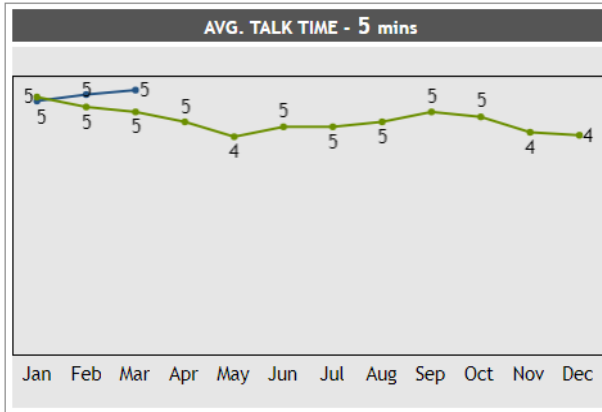
# Delinquent Accounts - Disconnects



– Disconnects have decreased for Q1 of 2023 and 2024 compared to 2022 with the implementation of the new cold weather policy.



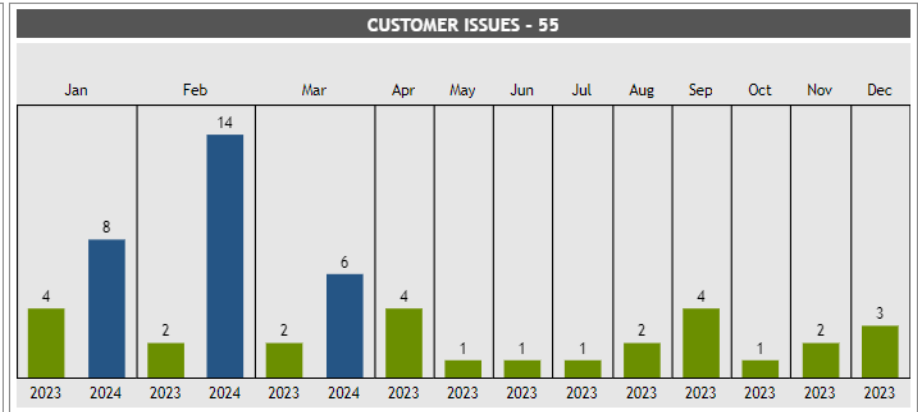
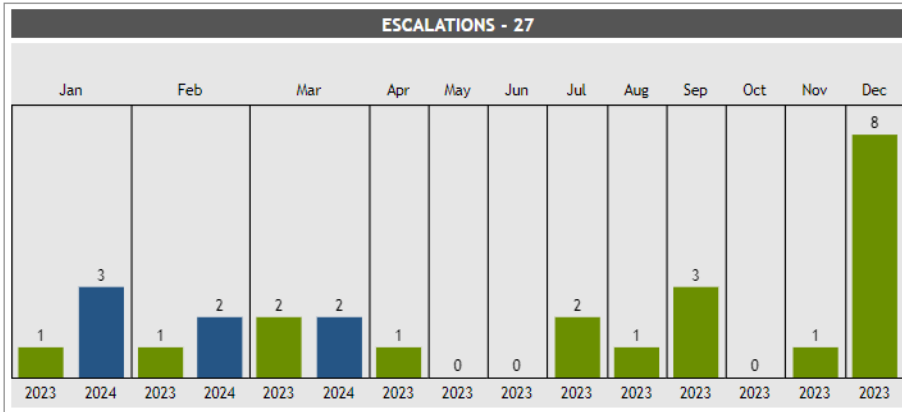
# Call Metrics



■ 2023 ■ 2024

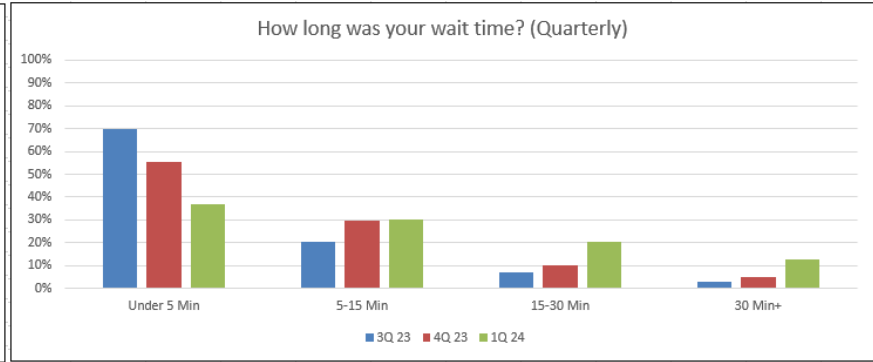
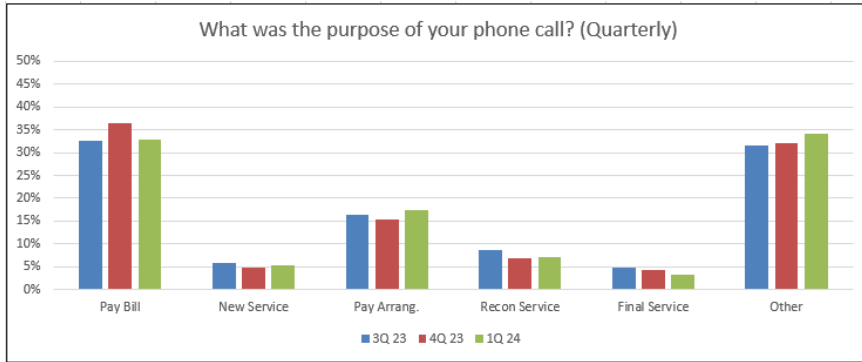
- Average Talk Time remains consistent at 5 minutes.
- Call Backs increased for the first quarter due to staffing. We were down 60% in staffing.
- Average Wait Time was high to start 2024 but it went back down in March to around 5 minutes.





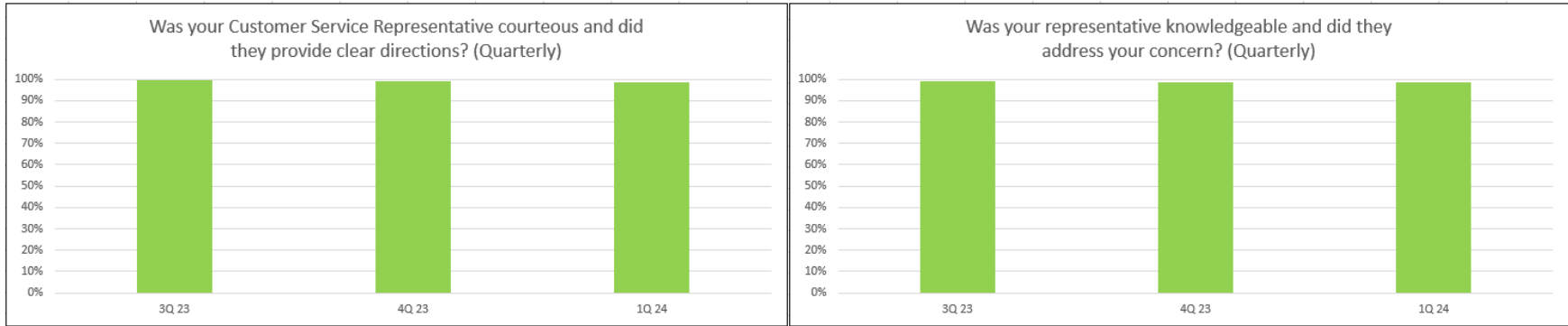
- Escalations in December were primarily around water disconnects.
- Increase in Issues are from Storm Water only customers (UG) and bill prints for rebates.
- All Escalations and Customer Issues were resolved by Customer Service

# Survey Responses



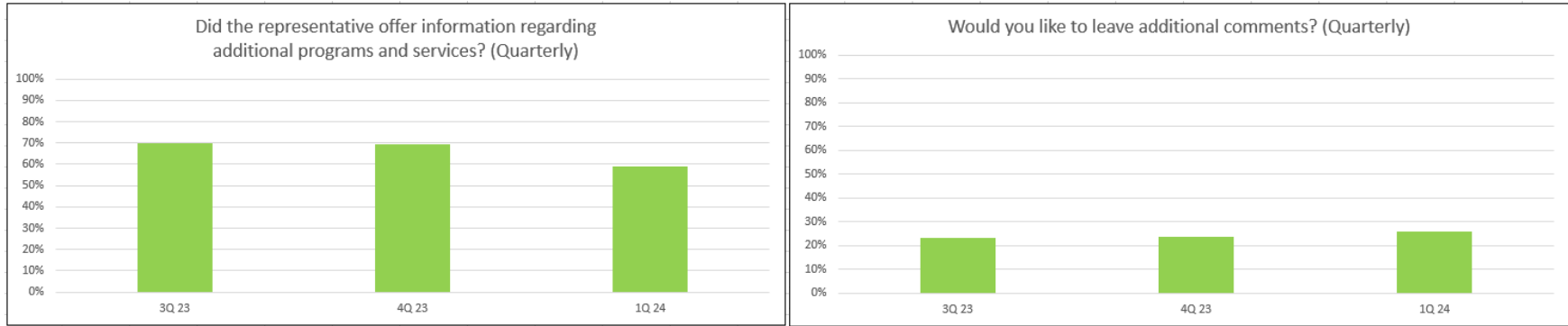
- Most calls focused on Bill Payment, Payment Arrangements and Other.
- In 1Q24, 36% of respondents reported under five minutes of wait time; 32% reported 5-15 minutes of wait time.

# Survey Responses



- Over 99% of all surveys said the rep was courteous and provided clear directions.
- ~99% of respondents stated their rep was knowledgeable and their concern was addressed.

# Survey Responses



- During the 1Q24, ~60% of all surveys said the rep offered information regarding additional programs & services.
- Less than 30% of respondents wanted to leave additional comments.

*Thank  
you*